Vicki Lindem

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SUMMARY OF QUALIFICATIONS

- Experience developing content for software developers, security technicians, and external audiences
- Passion for communicating complex technological concepts to various audiences
- Proven track record of picking up new technologies and products quickly
- Success working in cross-functional and multi-cultural teams
- Excel in a fast-paced, dynamic environment

TECHNICAL WRITING EXPERIENCE

Senior Technical Writer: Cybereason   Jan 2017-Present

- Write core documentation for cybersecurity product
- Develop API reference material
- Work with engineers and product leads both in Boston and Tel Aviv
- Build and maintain online documentation web portal using HTML, CSS, and JavaScript

Technical Writer III/Community Lead: Hewlett Packard Enterprise – Vertica, Cambridge, MA   Feb 2014 – Jan 2017
- Developed and delivered technical content for the Vertica Analytic Database
- Managed blog, online knowledge base, and videos for Vertica content
- Wrote and tested example code
- Partnered with Engineering, Support, and Product Management teams

Technical Writer/Editor (contract): Tightrope Media Systems, St. Paul, MN   Ongoing
- Create web-based help text and edit installation manuals for media delivery systems

Technical Writer (contract): SimSpace, Boston MA   Dec 2014
- Wrote cybersecurity white papers and pamphlets

Lead Technical Editor: Integrated Marketing Systems, San Diego, CA   Oct 2010 – July 2012
- Edited and managed all outgoing projects for the company
- Procured, summarized, and edited Requests for Proposals for engineering clients

EDUCATION

Master of Arts in Liberal Arts and Sciences – San Diego State University   Awarded 2014
   Concentration: Technical Communication

Professional Writing Certificate – San Diego State University   Awarded 2014

Bachelor of Arts in Liberal Arts and Engineering Studies – California Polytechnic State University   Awarded 2010
   Concentrations: Computer Science; Media Studies
   Minors: Computer Science; Psychology

TECHNICAL PROFICIENCIES

CSS, HTML, and JavaScript	Database analytics
Java and C++	CentOS Linux
GitHub	Lithium Social Software
Atlassian JIRA and Confluence	Camtasia, FinalCut, and Adobe After Effects
MadCap Flare	Apache Hadoop and Apache Kafka
Sphinx documentation tool	Data visualization software

AWARDS, INVOLVEMENT, AND VOLUNTEER WORK

HPE Bias for Action Award – 2016	Alpha Omicron Pi Women's Fraternity
Dean's List and Engineering Honors	Presenter at Vertica's Big Data Conference - 2016
Grant writing for Epilepsy Foundation of San Diego County	Scholarship recipient

References available
More at: www.vickilindem.com